GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1044
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Performance of BSNL
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Government has reviewed the performance of Mahanagar Telephone Nigam Limited and Bharat Sanchar Nigam Limited in the country;

(b) if so, the details of the earned profit and the works done for ensuring quality services pertaining to these companies;

(c) whether there has been a huge decline in the number of its customers due to poor quality; and

(d) if so, the measures taken by the Government to streamline it?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) to (d) Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) are Board driven public sector undertakings. They take their own commercial and technical decisions based on techno-economical considerations. Department of Telecommunications (DoT) reviews the performance of BSNL and MTNL based on the targets of Memorandum of Understanding (MoU) signed between the PSUs and the DoT as per the guidelines issued by Department of Public Enterprises (DPE).

Details of profits and losses of BSNL and MTNL during the last three years are as follows:
<pre>
(in Rupees Crore)
Year BSNL MTNL
2012-13 (-)7884 (-)5321
2013-14 (-)7020 7825
2014-15 (-)8234 (-)2893
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BSNL and MTNL have achieved net positive addition of total customers including wireline and wireless during the current year.

BSNL and MTNL have taken several steps to improve their network and quality of service. Some of the steps are as follows:
BSNL:

â€¢ BSNL has planned to install 10510 3G Base Transceiver Stations (BTSs) & 14232 2G BTSs under Phase-VII GSM (Global System for Mobile communication) expansion for 15 Million lines. It has also planned to install additional 9600 3G BTSs and 5300 old BTSs of GSM Phase I , II & III in North & South Zone. An approximate capacity of 5 million shall be added in the GSM network of North Zone & South Zone. BSNL has already commissioned over 16.42 million lines. Out of the planned BTSs, 9829 (3G) BTSs & 12,491 (2G) BTSs are radiating (Total 22,320). This will improve 2G & 3G network coverage & data capability of 3G network.
â€¢ BSNL has planned to implement ERP (Enterprise Resource Planning) as one of the important IT initiative in two phases i.e. Phase-I Proof of Concept (POC) and Phase-2 Rollout. The ERP has been implemented in all the 49 units including eight Proof of Concept (POC) Circles .
â€¢ During this Five Year Plan (2012-17), BSNL has planned to make the entire wire line customer base network IP enabled. Next Generation Network (NGN) equipment based on the latest architecture are planned to be deployed gradually to replace the entire Circuit Switched equipments/ Digital Telephone Exchanges.
â€¢ BSNL has set wireline call centres for the customers of landline and broadband at Dehradun, Ajmer and Bangalore and traffic from all circles has been migrated to these call centres. These call centres are accessible through toll free number 1500 (from BSNL number) and 18003451500 (from other operator numbers).

MTNL:

â€¢ MTNL has planned to upgrade the existing High Speed Downlink Packet Access (HSDPA) 3G network supporting Downlink speed of 3.6 Mbps & Uplink speed of 384 Kbps to HSPA+ (High Speed Packet Access +) with Downlink speed of 21.1 Mbps & Uplink speed of 5.76 Mbps per sector.
â€¢ MTNL is taking steps for up-gradation / augmentation / expansion of existing 2G/3G network.
â€¢ MTNL is planning to provide the backhaul media connectivity of existing mobile tower sites in Delhi & Mumbai on OFC network in place of Microwave network.
â€¢ MTNL is also exploring synergy with BSNL for its mobile services amongst other initiatives.
â€¢ MTNL has set up wireline call centers for the customers of landline, mobile & broadband at Delhi and Mumbai. These call centers

are accessible through Toll Free numbers 1500/1503/1504 (from MTNL numbers). These call centres handle all types of inbound queries, directory enquiries, complaints, requests, outbound calling and response through SMS (Short Message service)/e-mail/fax/web portal.